

The center was comprised of ten (10) CSRS' and four (4) clerical personnel. After the introduction of the 800 number two years ago, phone traffic during the "hunting season" was beyond the capabilities of 10 CSRS'. Lost call rates averaged 13%, approximately 31,000 phone calls. In addition to service duties, Ilion's Phone Center also supported Remington's Shooting School and the Custom Shop.

■ Summary of Current Status - 1997

Repairs

In April of 1997, Ilion's Arms' Service organization was down-sized and the Phone Center was re-located to Corporate Headquarters in Madison. A majority of the parts and repair personnel were reassigned to manufacturing.

The current procedure for processing firearm repairs is through our network of authorized Service Centers. Only specific malfunctions and certain repairs are returned to the Ilion site for disposition. An example of this is personal or product liability claims, M/396, over and unders, custom guns, and 1816s.

As previously stated, the Repair Department has been downsized by nearly 60%. Current staffing consists of four (4) repairmen and one-and-a-half (1.5) re-finishers. In addition to the permanent, full-time personnel, part-time support from Assembly is provided on an ad hoc basis.

At the present time there is an estimated 1,500 guns currently in-house for repair. This number will climb dramatically within the next six (6) to eight (8) weeks. *The average factory repair turnaround time still remains at 10-12 weeks, whereas, at the Service Centers, the average turnaround time is eleven (11) days.*

Although the turnaround time to repair has significantly improved, this is only one element of overall quality service. *Focused attention needs to be paid to our Field Service Operations, including, but not limited to, formal agreements, malfunction data gathering and analysis, phone etiquette training for repair centers, claim reimbursement and new product familiarization.*

In addition to the aforementioned initiatives, *we must drastically reduce the current quantity of warranty stations and actively manage with a close partnership a limited number of repair stations.*